



*“We Help
Put America
Through
School”*

SFA University Service Delivery & Learning Consultant Role Description

February 14, 2002

The learning consultant role description includes:

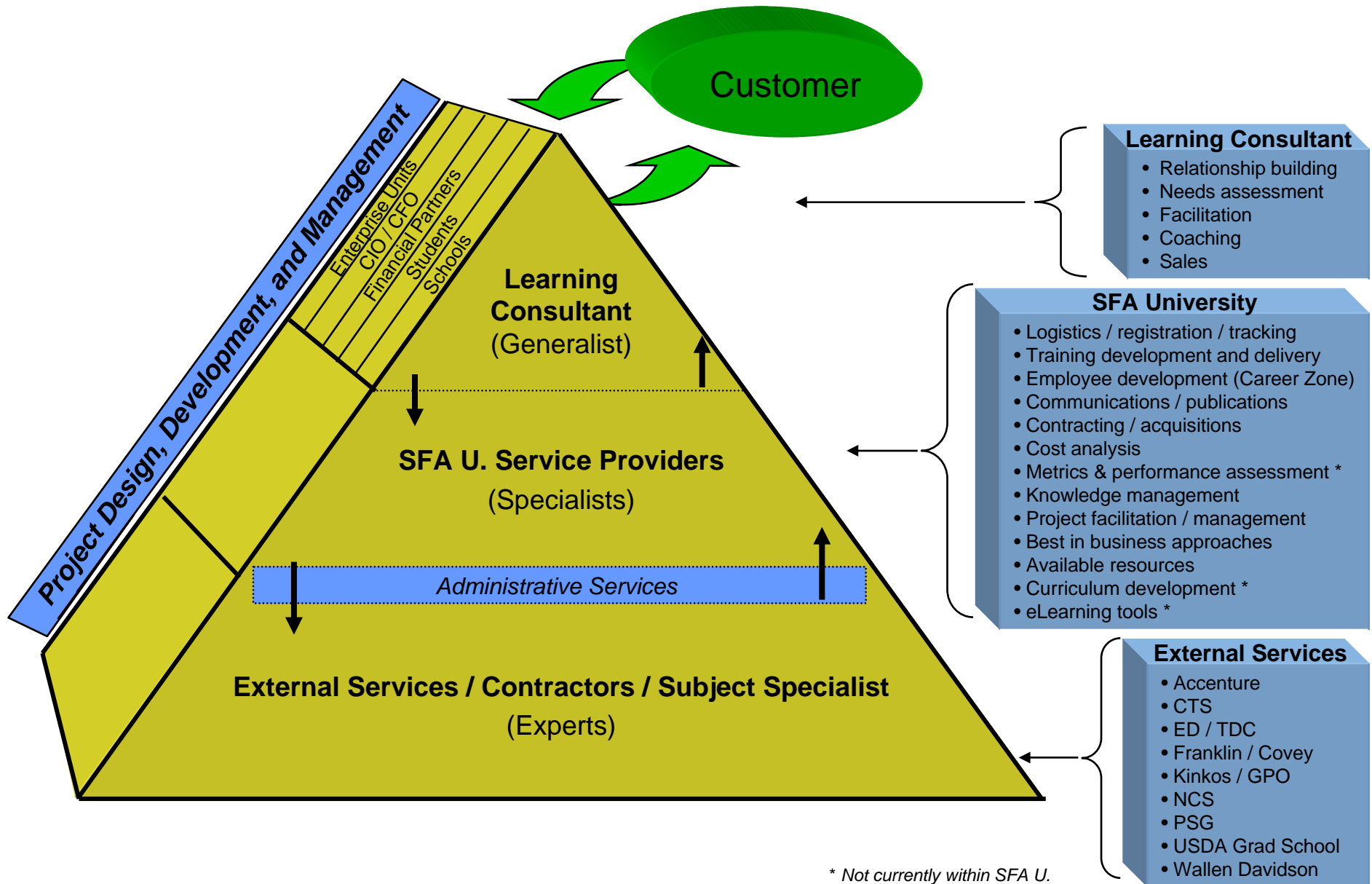
- Learning consultant overview illustration
- Roles and relationships
- Learning consultant development phases
- Estimated deployment timeline and workplan

Fundamental learning consultant goals:

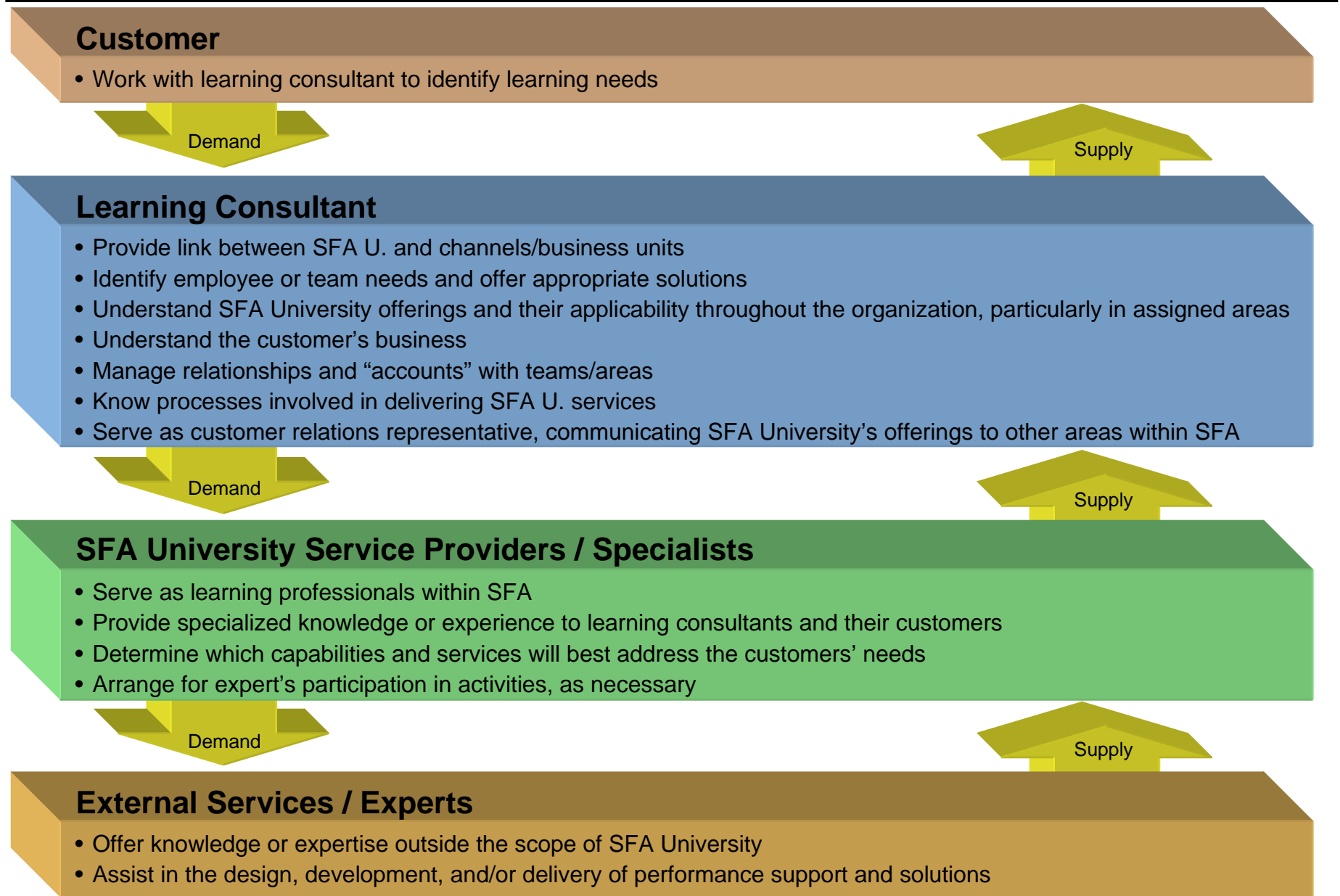
- Develop and maintain relationships with teams and units within SFA to determine their learning needs
- Recommend approaches/solutions to address learning needs
- Gather feedback on selected learning products and services

Draft for discussion purposes

Learning Consultant Overview



Roles and Relationships



Development Phases

Phase 1

Selection

- Identify required learning consultant capabilities
- Select learning consultants

Phase 2

Training

- Train learning consultants in basic skills and competencies necessary to serve in this role

Phase 3

Partnership

- Partner with performance consultants to gain access to SFA scorecard teams
- Attend scorecard sessions
- Develop skills

Phase 4

Integration

- Combine learning consultant and performance consultant roles, creating the SFA U. Consultant position
- Develop mastery of skills

Core Characteristics

- Customer focused
- Service oriented
- Highly motivated
- Detail oriented
- Independent work style
- Committed to the PBO
- Approachable
- Quick learner
- Strong interpersonal skills
- Team player
- Trustworthy
- Persistent

Capability Development

- Build customer relationships
 - Understand business
 - Active listening
 - Manage relationships
 - Conduct meetings
- Needs assessment
- Project design, development, and management
- Knowledge of SFA U. programs and services
- Knowledge of the customer's business
- Metrics
- Facilitation
- Communications

*Prepare for partnership
Training of teams with LC*

Capability Development

- Establish personal credibility
- Organize and directs quality work efforts
- Drive to add value
- Analyze and solves poorly defined problems
- Build and applies skills and capabilities
- Maximize team's performance

*Mentoring
Coach learning consultants
Begin delivery of services
Gather feedback on services*

Capability Development

- Set direction and vision
- Manage work
- Motivate and develop people
- Identify, analyze, and solve problems
- Make informed decisions
- Anticipate and handle critical situations
- Measure success to ensure quality
- Measure customer satisfaction

Continually improve services

Estimated Deployment Timeline

